



**Manchester United Limited**

**Annual Post Season Safety Report**

**2018-2019 Season**

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# **REPORT OF THE STADIUM SAFETY OFFICER TO THE TRAFFORD METROPOLITAN BOROUGH COUNCIL SAFETY ADVISORY GROUP**

## **1. PURPOSE OF REPORT**

This report details the safety & security issues pertaining to the 2018 – 2019 season and is submitted in support of the General Safety Certificate (GSC) application for the 2019 – 2020 season.

The report identifies and highlights the relevant issues associated with all aspects of spectator safety within and under the control of Manchester United Safety Management throughout the 2018 – 2019 season, in accordance with Section 3.8.2 of the MUFC Safety Manual.

## **2. EXECUTIVE SUMMARY**

The period under review runs from 10<sup>th</sup> August 2018 until 26<sup>th</sup> May 2019. These dates relate directly to the 2018 – 2019 season plus the “Legends” fixture held at the stadium.

The scale and diversity of the seasonal match / event programme continues to produce impressive statistics pertaining to attendance, variety of events and improvement to safety management and customer care. This data has been extensively and comprehensively collated into the Appendices contained later within this report.

There have been a total of 31 events/matches hosted with a spectator attendance in excess of 2 million. The events/matches have consisted of 19 x Premiership, 1 x FA Cup, 1 x Carabao Cup, 5 x UEFA Champions League, 1 x Rugby League Grand Final, 3 x Premier League 2, and 1 x Legends game.

There continues to be valuable assistance, cooperation, support and guidance from our inter agency operational work with the Greater Manchester Police (GMP), Greater Manchester Fire & Rescue Service (GMFRS), North West Ambulance Service (NWAS), St. John Ambulance Service, Sports Ground Safety Authority (SGSA), and Trafford Metropolitan Borough Council (TMBC).

## **3. RECOMMENDATION(S)**

This report is submitted to show how the requirements placed upon Manchester United Football Club Safety Management, by the General Safety Certificate (GSC) issued for the 2018– 2019 season, have been successfully and professionally concluded.

It is intended that this documentation and data will support the Manchester United Football Club application made to Trafford Council for the renewal of the GSC for the forthcoming 2019 – 2020 season.

## 4. SPECIFIC MATTERS ARISING

### 4.1 Safety Management:

Phil Rainford has remained the Head of Stadium Safety and Security, throughout the season, supported by his deputy Jon Hornby, with both of these individuals holding the NVQ Level 4 qualification as required by the Green Guide (sixth edition). This was the first full season for Dean Howard, the Safety and Security Manager, who is working towards the NVQ Level 4 qualification, and Graham Peffers continues to fulfil the role of Counter Terrorism Security Manager.

This will be Phil Rainford's final season as the Head of Stadium Safety and Security and his successor, Craig Thompson, started in post in May 2019 to ensure a sufficient hand over period, and he is now working towards completing his NVQ Level 4 qualification.

Throughout the season the Safety Management Team (SMT) has continued to develop the safety and security operation and have demonstrated their capabilities as an effective and efficient team.

In order to reduce the time that it takes spectators to pass through the security checks at the turnstiles and by doing so alleviate congestion around the stadium, queueing systems, utilising barriers, have been implemented incrementally at turnstile blocks at the East, West, and North of the stadium throughout the season. This approach increases the number of search lanes at the turnstile block so increasing the throughput of spectators entering the stadium, and also ensures that pedestrianised walking routes remain accessible.

For high profile European fixtures barriered queueing systems have been erected in the E2 car park to control the number of spectators accessing the away turnstiles when there has been a large walk up of away supporters to the stadium, as was the case at the BSC Young Boys and PSG fixtures.

Similar structures were also erected around the away turnstiles for European fixtures that provided search lanes and a physical barrier between home and away supporters at the entrance to the East side of the Munich Tunnel.

Due to the success of the structures around the away turnstiles the configuration was adopted and utilised for high profile domestic fixtures namely Liverpool, Manchester City, Chelsea, and Cardiff City.

A netting system was installed around the away supporters for the Champions League fixtures to prevent items being thrown between segregated areas. This proved successful for the Juventus and BSC Young Boys fixtures but failed at the PSG fixture when several away supporters jumped onto the netting causing the poles used to hold up the netting to fracture. This did not result in any injuries to supporters. Work is ongoing to identify the way forward in relation to any future netting around the away section. Should it be used in the future it would be on a risk assessed basis.

Throughout the season, following dialogue with the "Red Army" who are a Manchester United supporter group, an "Atmosphere Trial" was conducted at several fixtures to enable like-minded supporters who wished to create an atmosphere to be located in one area of the stadium. For all but one of the fixtures the area selected was at pitch level in the North East Corner of the stadium with part of the usual away section being the location for other fixture. As a result of this dialogue is taking place to have a permanent section of the stadium allocated as an "Atmosphere Section" for the 2019-20 season.

During the season the SMT has undergone several high level audits to ensure that their practices and policies remain a benchmark for stadium safety operations. These audits have been conducted by Mr Jeff Miller and overall have been highly complementary regarding the work of the SMT and the levels of safety and security being maintained at Old Trafford.

At the start of the season the interpretation of a National Police Chiefs Counsel (NPCC) Advice Document relating to Event Policing by Greater Manchester Police (GMP) led to an initial decision to reduce resources deployed on the stadium footprint. This reduction was in place for the first two fixtures however following discussions the decision was reviewed with the resources being increased and a tactical group set up to discuss the options for future deployments at Old Trafford. This is an ongoing process and has already resulted in several minor changes to police deployments.

The Gold / Silver / Bronze (GSB) Police management system associated with the match day operation continues to operate well. Pre-Match intelligence meetings take place between the Silver Commander and Safety Officer, with the Safety Officer participating in the Police Silver Meetings, where the agenda captures all aspects of the planning and delivery phases of the match day operation. The Silver Commander and Bronze Match Commander remain in direct communications with the Safety Officer through a variety of media with the Bronze Match Commander based in the MUFC Stadium Control Room for at least one hour before and during the fixture. This system continues to be operationally sound and causes no concerns to either party.

TMBC continue to control the match day 'Traffic Management Plan', and coordinate their pre and post-match day operation through an external agency with associated support from MUFC and GMP where appropriate. The introduction of the new spur road that provides access to the E2 and E1 car parks directly from Wharfside Way, part way through the season in January from the Brighton fixture onwards, resulted in a revision of the Traffic Management Plan. The spur road is now the only access onto the E2 and E1 car parks and keeps Sir Matt Busby Way North free from vehicular traffic. There were initially some minor issues identified with the egress post-event but these were quickly resolved and the road functions on both match days and non match days.

The road also provides a more effective route for bringing large walk ups of away supporters from the city centre, regularly seen at European fixtures, onto the stadium footprint and was used for this purpose at the Paris Saint Germain (PSG) fixture.

The significant road improvement scheme across Salford and Manchester that started in August 2018, coupled with the ongoing road works connected with the expansion of the Metrolink, caused significant issues throughout the season for both spectators and staff attending the stadium via the road network on match days, particularly for midweek evening fixtures. Good communications ensured minimal impact for spectators and staff, however there were several well publicised instances of the team coach being delayed due to the traffic congestion that resulted in several different team hotels and routes into the stadium being utilised throughout the season.

Manchester United car park operations continue to operate daily from 0700-1900 successfully managing several thousand vehicle spaces that include a large number of accessible bays across the thirteen official car parks. All issues associated with congestion in the car parks before and after a match are constantly monitored and managed to ensure that any congestion that may impact on the free flow of traffic is kept to a minimum and returned to normality as soon as possible.

With the introduction of the spur road providing access to the E2 and E1 car parks HVM Bollards have been installed at the four gated exits that lead from the car parks onto the East Forecourt, and also at the spur road entrance. Additionally HVM Bollards have been installed at the entrance to the WP / W2 / W1 / N1 car parks at the stadium side of the Bridge that is accessed via John Gilbert Way entrance, and also at the Manchester International Freight Terminal (MIFT) entrance to the W3 car park.

The 30m stand-off HVM Bollards to the west and north of the stadium in the WP / W1 / W2 / N1 car parks have been installed throughout the season and these will be fully operational for the start of the 2019 – 20 season.

The SMT continued to use the Aware Manager<sup>1</sup> system throughout the season as a reliable and efficient system which accurately records match day incidents, maintenance issues, medical treatment data, arrests, ejections and refusals. The information is subsequently used to compile the post-match report. The system is fully auditable and provides an excellent safety assessment and evaluation tool. The system was upgraded towards the end of the season that resulted in a name change to Venue Aware. However, the same data will be provided but in a slightly different format. The SMT also provide a pre match report associated with this data to the Director of Venue Operations as an additional method of safety positive affirmation.

The MUFC risk management processes examined all areas of operational business and coordinated positive affirmation work to ensure that any risks identified were addressed. As an ongoing and continuous process all areas of the SMT roles and responsibilities are examined to ensure that they are of the highest standard. Such areas include the SMT manuals and policies, structured reporting procedures, escalation policies and control measures.

On a match day, the SMT continue to use a 'loggist' in the stadium control room. This is an individual who is dedicated to logging down decisions made by the SMT in response to activities and incidents that occur during the certified time. This is done in real time to provide an accurate record of activity. The Joint Decision Making Model (JDMM) that is widely used by police and other emergency services in line with the Joint Emergency Services Interoperability Programme (JESIP), continues to be used by the SMT to support the decision making process.

Social media is continually monitored within the control room. This enables the Safety Officer to be made aware instantly of any developing news stories globally which may affect the safety and security operation on match-day. In addition the SMT have a member of the MUFC media team on duty to assess and advise on developing issues or assist with large scale communications.

All SMT processes are supplemented with the use of the 'Steward Match Day Incident Reports'. This entails the post-match hand written completion of an incident form(s) by steward supervisors from all sections, in relation to any pertinent issues occurring within their own areas, which they feel should be reported back to the SMT. These issues relate to potential safety matters, equipment defects, security issues, ejections, damage, medical scenarios etc. and once again are all fully auditable. This process ensures improved reporting of a relevant and consistent nature. Accordingly, the quality as well as

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<sup>1</sup> Aware Manager is a provider of facility management software for commercial and corporate real-estate properties, stadiums, healthcare facilities, offices and similar venues. It offers maintenance scheduling, maintenance of risk ledgers, recording insurance certificates, tracking incidents and escalating issues via appropriate channels.

the volume of incident report continues to remain at a constant rate based on previous seasons' data.

The Steward Training programme continues to be delivered by our now established training provider – Controlled Solutions Group (CSG). This ensures that MUFC support all its stewards in their requisite training and role competencies in accordance with the NVQ Training Level 2. The online NVQ work is further supplemented by a small team of steward training assessors, who continue to undertake continual assessment and evaluation work with the stewards on match days. The training provider is audited by the SMT on a quarterly basis to ensure that high quality standards are maintained. The recruitment process of stewards takes place bi-monthly and there has been a satisfactory number of applicants throughout the year. All new stewards recruited to the role, are required to complete the full online training package with an associated examination before they become eligible to commence match day employment, further enhancing the capabilities and competencies of new stewards and showing full compliance with the general safety certification requirements. The steward training package continues to improve with additional training input provided in relation to accessibility awareness and “ACT” Counter Terrorism Training. Plans are also in place to provide an annual online NVQ Level 2 refresher package each summer that will have additional online bespoke training packages to support it.

Following an inquest into the death of a supporter who had fallen at the stadium in December 2017, a review was conducted in relation to the stewarding operation at Old Trafford to ensure any learning was captured regarding roles and responsibility.. This involved including the roles and responsibilities of stewards in the match day briefing notes, and asking Steward Heads and Deputy Heads to complete written assessments of briefings given by supervisors and quality assure individual stewards understanding of their role and responsibilities via face to face interactions. In addition a bespoke package was delivered to stewards in relation to the stewarding of vomitories, with vomitories then monitored live time during the fixtures and feedback provided to stewards and supervisors as and when required.

Extensive hardware & software work continues to be undertaken with the Skidata<sup>2</sup> electronic turnstile and entrance access system to ensure data is continually and accurately produced and presented, which the SMT can utilise to evaluate match day capacities, flow rates and entry trends to all sections of the stadium.

An extensive and bespoke multi-agency medical table top exercise was developed and took place in January 2018, with key internal and external partners in attendance.

The annual ground inspection tests have again been carried out by ‘Capita Structures’ in the closed season, in order to ensure full compliance with the requirements of the ‘Green Guide’. The resultant report and documents proved satisfactory and will be passed to the TMBC Licensing Officer for their attention.

As already mentioned, the ‘MUFC Safety Manual’ is continually reviewed, amended and updated in order to complement current safety structures, systems and protocols in accordance with the requirements of the General Safety Certificate. The TMBC Licensing Officer is kept fully apprised of any SMT developments and consulted on all relevant issues.

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<sup>2</sup> SKIDATA AG is a global company and a worldwide leader providing access solutions and [visitor management](https://www.skidata.com/en/corporate/about-skidata/). Please see <https://www.skidata.com/en/corporate/about-skidata/>

## 4.2 Security:

The security for both match day and non-match day operations remains contracted to 'Controlled Solutions Group' (CSG). The SMT maintain a close working relationship with CSG with continual liaison, review and de-brief to ensure that the security arrangements both complement and support all current intelligence, events, threat levels, safety policies, protocols and deployments.

In association with the SMT, the Security Operations Manager from CSG continues to work hard to evaluate and improve all security delivery in an effective and efficient manner to MUFC. All security arrangements are continually assessed and re-evaluated, resulting in an appropriately managed and coordinated delivery, thereby ensuring robust security is maintained 24/7 in and around the stadium, satellite properties and other complexes on both match and non-match days.

During 2018-19 several independent audits of both match day and non-match day security were conducted by the previously mentioned independent external security risk management companies. The outcome of the reviews was overall positive although there were a number of recommendations identified, the most significant being in relation to preventing oversized bags being brought onto the stadium footprint on match days. Work is ongoing to implement a process to prevent oversized bags being brought onto the footprint and this will be in place for the start of the 2019-20 seasons.

The use of Search Arches has been successfully implemented at entry points to the stadium, specifically North and East reception and the Megastore on none matchdays, and also at various hospitality entrances on match days. Search Arches have also been deployed at the entry point to the stadium footprint on the Sir Alex Ferguson Stand footbridge and a plan to expand this deployment to other outer access points is currently being developed.

Security operations are continually reviewed and scrutinised to ensure an effective security presence is in place to proactively manage all aspects and factors involved with the match day security. A periodic programme of SMT led penetration testing alongside match day quality assurance checks ensures that a continuous improvement culture permeates through all those involved in the operation.

The current 'National Terrorist Threat Level' remains at Severe, a terrorist attack is highly likely, which is the second highest level of threat. The threat level has not fallen below Severe since August 2014, although it was raised to Critical for a short period of time following the terrorist attacks in London and Manchester.

The season saw the continuation of the MUFC "Restricted bag policy". This policy ensures that only bags within a certain accepted size, no larger than 20cm x 15cm x 5cm, are allowed into the stadium following being searched at the turnstiles. There are a number of bag drop facilities available on the periphery of the stadium footprint to accommodate those supporters who for various reasons have felt it necessary to bring a bag larger than those permitted to the stadium on matchdays. For this season there was a £5 charge associated with leaving a bag at the bag drop with all profits being donated to the MUFC Foundation.

Our Counter Terrorism Security Manager continues to liaise with the GMP Counter Terrorism Security Advisor (CTSA) and Counter Terrorism Security Co-ordinator (CTSecCo) and together they continually assess the current measures and recommend



additional measures where appropriate. The NaCTSO scoring matrix assesses our security provision against challenging nationally recognised standards. The SMT have again continued to make significant improvements during the course of the 2018-19 season.

The online counter terrorist awareness course, developed last season, continues to be a mandatory annual requirement for all MUFC staff. This season there has also been a requirement for all stewards to complete the updated online ACT counter terrorism package.

The SMT continues to use specially trained dogs to prevent and detect explosives and pyrotechnic devices. The explosive search capability is now an essential part of pre-match stadium search procedures and this is in addition to a pyrotechnic dog scanning operation for supporters.

In conjunction with the police, the SMT will explore and evaluate all available intelligence in order to gauge all stadium safety and security responses. This in turn is passed onto CSG to ensure there is no relaxation of security policies and a full recognisance of national threat levels is acknowledged, anticipated and understood.

Security access to the stadium on both match and non match days continues to be proactively managed by CSG. The security accreditation system also remains essential to a tight security regime. The security accreditation system encompasses the press, media, contractors, and visitors to the stadium on match-days. All these people are also subject to match specific passes and wristbands with security escorts where appropriate, to further highlight and focus minds that stadium access is strictly controlled and non-authorised entry is actively prevented.

On a match day, the SMT have enabled CSG deployments to proactively target many issues in direct support of its policies and the overall safety and security of the supporters, and staff who work at the stadium. Some of these operations have included, ticket touting, concessionary ticket misuse, away in home policy, smoking within the stadium, persistent standing, abusive language or behaviour, and drunkenness including 'drinking in view of the pitch' offences.

From the stadium control room, CSG operate and manage the extensive CCTV camera systems, in and around the stadium on a 24/7 basis, to skilfully detect, identify and react to any ongoing safety or security issues. The CCTV system has undergone extensive and continual improvement work with panoramic cameras located in the stadium bowl. These panoramic cameras have proved invaluable in the investigation of incidents within the ground and several offenders have been identified, located and sanctioned due to the vastly improved CCTV system.

#### **4.3 Governance:**

The SMT continue to de-brief all events and then collate, compile and distribute the electronic 'Post Match Report' to all departments and agencies where possible on the first working day following any match or event. It is viewed as extremely important that all pertinent safety and security matters relating to the event are expeditiously communicated to all external partners and internal departments. Subsequently, all aspects of the match day operation and related issues of note are discussed and overseen within a formal 'post-match de-brief meeting'.

A pre match liaison meeting involving the SMT and GMP is always facilitated prior to each event to discuss and clarify the anticipated operational requirements, planning and contingencies and to discuss associated deployments against available intelligence. These meetings have been extremely valuable to benchmark necessary arrangements and resourcing involving the 'governing' agencies. The continuing review of MUFC operations via the Gold Silver Bronze (GSB) police command structure assists the development of future operations. Following any event a debrief process with GMP is undertaken to ensure that any learning experiences are captured and implemented at future events.

The SMT have been grateful for the continued support of Trafford Metropolitan Borough Council (TMBC) towards MUFC and their match day operations. This was highlighted in the support they gave for the structures that were put in place on the E2 car park and the away turnstiles to improve safety and security, and also the netting structures that were erected to prevent items being thrown between segregated areas. TMBC were also fully supportive of the work carried out in relation to the stewarding of vomitories and the quality assurance work carried out in relation to steward's briefings and stewards knowledge in relation to their role and responsibilities.

MUFC have hosted members of the TMBC Safety Advisory Group (SAG) during the 2018 – 2019 season in a regulatory and auditing capacity, and again the SMT see this as valuable support and assistance in their role.

Members of the Sports Ground Safety Authority (SGSA) regularly liaise with the SMT to ensure that the safety policies / protocols involved in the match day operation are fully in place. Laura Strong, the previous regional SGSA Inspector, attended several events during the 2018-19 season and her successor who is now in post, Ray Whitworth, also attended fixtures in the latter part of the season.

MUFC also support and welcome feedback from the 'Visit Football' quality assurance stadium scheme as backed by the Premier League. This feedback on general supporter experiences, away supporter experiences and disability issues provides poignant information on a variety of issues but most importantly to the SMT are the specific items on stadium safety and security.

#### **4.4 Persistent Standing / Smoking:**

The SMT address all aspects of persistent standing and smoking regulation protocol (as previously discussed). 'Appendix D' (attached) highlights the arrests and ejections involved throughout the 2018-2019 season associated with contraventions of persistent standing and of the no smoking regulations.

Each match is risk assessed in relation to persistent standing in accordance with previous guidance provided by the SGSA, and then continues to be dynamically risk assessed throughout the event. The number of spectators ejected for persistent standing has remained at very low levels and it should be highlighted that regardless of any standing issues being identified, gangways and vomitories are kept clear at all times as a priority.

In order to ensure that persistent standing does not become an issue at Old Trafford we continually liaise with both home and away supporters informing them that persistent standing will not be tolerated and may lead to ejection and possible sanctions.

In relation to standing we have adopted the SGSA guidance in many key areas. We engage with supporters and educate them on the risks associated with standing. We ensure that season ticket holders are aware of the need to sit and the licensing of the stadium being an all-seater stadium. We ensure that the gangways and vomitories are kept clear – including limiting the number of stewards in vomitories to reduce that risk. Ground regulations are posted around the ground which again makes people aware of the policy.

The number of ejections for smoking has seen a significant decrease in both home and away areas when compared to the 2017-18 season. This is most likely as a result of the messages being sent to supporters identifying that Old Trafford is a no smoking stadium and the sanctions that have been imposed on those spectators that do not adhere to the no smoking policy within the stadium.

For issues of both persistent standing and smoking, written warning letters are sent to those identified as breaching the ground regulations highlighting their actions and the possible sanctions that will be imposed should they not modify their behaviour. In addition the SMT have a rigid process for collating and allocating complaints around such matters so that highlighted issues are targeted without delay. Real time action is also available by the anonymous 'Virtual Steward' system which is in operation on match/event days and is managed from the stadium control room to ensure issues are dealt with expeditiously. The availability of this anonymous text service is fully communicated to all fans.

#### **4.5 Medical Team:**

The SMT continue to work closely with its medical team in order to maximise its response and capabilities towards the treatment of spectators and staff before, during and after events. Close liaison is maintained with the medical teams to ensure all stadium safety requirements and responsibilities are addressed on a match day and a post-match debrief also ensures that all information is evaluated in a timely and effective manner, so that any modifications to the medical model can be expeditiously enabled.

The current medical resourcing model continues to thrive and develop under the control and coordination of the Lead Crowd Doctor – Dr John Butler. The medical team configuration comprises of a cadre of highly skilled and specialised Crowd Doctors, ably supported by emergency nurses on a 1:1 basis, a significant and calculated number of paramedics strategically located around all areas of the stadium, and all supplemented by a regular and ample attendance from the St. John Ambulance service. This model achieves optimum medical team establishments by way of stadium coverage, experience, quantity and quality, training opportunities and general working protocols. These arrangements are a vitally important part of the overall existing MUFC safety policies.

St. John Ambulance continues to operate its very own 'MUFC St. John Unit' within the stadium, which meet weekly and train in and around the ground itself. This arrangement continues to provide an improved resilience for match days and also gives their members great pride and ownership in being part of MUFC as well as the St. John Ambulance service.

Appendix E details the data relevant to specific spectator and staff medical treatments at each event during the last season. MUFC work with NWS to understand the pressures placed upon the NHS. To this end the provision of the medical teams ensures the persons at the events are given the best pre-hospital treatment available outside the hospital environment and therefore reducing the pressures that could be placed on the

local NHS system. It is interesting to note that last season, involving over two million spectators, saw a marked decrease in the number of spectators treated per event when compared with the 2017-18 season reducing from 16.9 to 14.7. The number of people hospitalised was the lowest recorded over the last nine seasons, and one of the medical team's objectives is to minimise spectator hospitalisations by being able to supply a skilled but varied and diverse medical response to all patients, to reduce hospital admissions and consequently reduce any pressure on the external emergency medical resources. The data confirms that this objective is being achieved.

The medical treatment data and patient feedback provides great reassurance to the SMT that the current medical model is working well and fit for purpose. Accordingly, the match day medical operation and its safety policies continue to work and provide excellent support for the medical provision of all attendees to Old Trafford.

Medical conditions presented vary from simple blisters to cardiac arrests; all require appropriate treatment. MUFC and the medical team are proud of the service provided and will continue to strive to deliver the right care at the right time. Early intervention is the key to ensuring that those suffering serious illnesses or injuries, such as cardiac arrests, are given the best chance of survival.

The skill, expertise and diversity of our medical teams ensure that not only do they have the ability, resources and equipment to react to any medical scenario occurring in any area of the stadium at an event, but their presence and capabilities also ensure that the MUFC Disability section is also able to offer match day facilities to a diverse range of disabled supporters. The 'Ability' section as a result is a thriving and important part of the safety operation, with many member supporters able to enjoy the match day experience in the knowledge that specialised medical assistance is available at all times.

There were many examples last season where extremely poorly, disabled or terminally ill people were able to attend at a match due to the great care, dignity, support and reassurance provided by our medical teams.

This season saw the introduction of the new ability sections in the South and East stands in line with the Equality and Human Right Commission recommendations. A rigorous testing schedule was instigated in the previous season to ensure that all modifications to the stadium to facilitate the greater number of wheelchair spaces were fit for purpose and safe. Further areas of the stadium are to be developed throughout the summer and into the 2019-20 season to accommodate additional disabled supporters. Accordingly future medical provision will be subject to continual review to assess the impact of the changes in the reconfiguration of the stadium.

#### **4.6 Police:**

In line with the Lord Justice Taylor report, the SMT continue to support the multi-agency approach to match / event spectator safety and security issues. In particular, the SMT work very closely with GMP and continue to explore all aspects of match / event safety and security to ensure the most effective and efficient use is made of police staffing and deployments in conjunction with MUFC policies and match day resources.

Prior to the start of the 2018 – 2019 season, the SMT met with the police to review the match day police deployments in light of the national terrorist threat level and to complement the wider match day security operation.

The interpretation of a National Police Chiefs Counsel (NPCC) Advice Document relating to Event Policing by GMP led to a reduction of police resources deployed on the stadium footprint. This reduction was in place for the first two fixtures however following discussions the decision was reviewed with the resources being increased and a tactical group set up to discuss the options for future deployments at Old Trafford. This is an ongoing process and has already resulted in several minor changes to police deployments.

It should however be noted that at this moment in time an agreement has not been reached in relation to the police resources that will be in place for the 2019-20 season with discussions still ongoing to ensure that the number of resources deployed does not adversely affect the effectiveness of the safety and security operation surrounding the football fixtures and other events that take place at Old Trafford. The current Police position for the forthcoming season is that they will not provide pilot vehicles to support the movement of either home or away teams to fixtures. This is a change on the previous season. However should the risk assessment change for any particular fixture, this decision this may be subject to reassessment. The Police are supportive of the security operation at Manchester United, but looking to reduce their support in what they assess to be non-essential areas.

As in previous seasons the SMT and police assessed the season's fixtures and potential match categories. These discussions proved very successful as only a small number of the scheduled match categories were varied as the season progressed, and this usually took the form of an increase in the identified threat assessment as a result of the date or time of the kick off being changed to allow for the fixture to be televised live in the UK.

Regular liaison and discussions were undertaken throughout the season with GMP, as regards to any deployment amendments required in response to changes in match days and kick off times for television scheduling purposes.

In summary, there were 3 x 'Police Free' events (Premier League 2 fixtures), 13 x Category 'A', low risk of disorder, events, 11 x Category 'B', medium risk of disorder events, and 4 x Category 'C', high risk of disorder, events.

Good communications are seen as paramount to ensure all pertinent intelligence relevant to the event and its attendees, deployments and any other associated operational information is exchanged between both parties. This communications exchange is also supplemented by a member of the SMT attending the Police Silver Meeting. A post-match de-brief is also facilitated with GMP to ensure full and detailed communication is continually maintained, pertinent data information relevant to the event exchanged, and any valuable lessons are identified to inform the decision making process at future fixtures.

The match day operation also benefits from any available intelligence gleaned from other agencies. These not only include the police sources but also the Football Safety Officers Association (FSOA), which communicates specific post-match safety officer's reports on their own matches and previous incidents. Most importantly, the FSOA also provides information on the activities of visiting supporters to matches at most stadia in the UK throughout the season. This valuable information is procured from either one-2-one contacts with other Safety Officers or via the restricted national website. This information is always evaluated, acted upon where necessary and also shared with the police. The SMT continue to be full members of the FSOA.

Manchester United is totally committed to equality, diversity and inclusion. The club has a zero tolerance approach to any discriminatory or offensive behaviour from any person. In their working protocols with GMP, the SMT have developed joint associated policies in effectively dealing with any such incidences. Accordingly, all staff are trained and briefed in such matters and fully support the club's #allredallequal equality and inclusion campaign. MUFC have also developed an initiative titled 'Help your club tackle discriminatory or offensive behaviour'. This is an anonymous mobile phone texting service marketed as a 'virtual steward', highlighted on numerous posters around the stadium and also within the match day programme, to help alert staff to any discriminatory or inappropriate behaviour, all of which can be dealt with 'live time', rather than after the event by way of complaint. The SMT also work closely with the club's Equality and Inclusion Manager on equality related matters and incidents, and he has links into a number of organisations including "Kick it Out", "Level Playing Field", and "Stonewall".

#### **4.7 Children, Young & Vulnerable Persons:**

The match day safeguarding operation is well established and consolidated into the overall match day operation. Safeguarding professionals from local authorities have been recruited and now work alongside MUFC staff to provide a proactive and reactive operation in relation to the safeguarding of children and vulnerable adults. It also includes adults who may be vulnerable due to mental health issues, domestic abuse or drug dependency. The match day safeguarding officers take up strategic positions at different phases to monitor activity and are deployable to specific incidents via the stadium control room.

In line with current national policy, MUFC continue to employ the services of a full time Safeguarding Officer (SO) whom the SMT continue to work closely with on all match day issues concerned with the welfare, safety and security of children, young persons and vulnerable spectators. The SO has also provided new and valuable policy guidance to the stewards on child safety / welfare. These policies have also been included in the 'Steward's Operational Guide' (Stewards Handbook).

The match day safeguarding role continues to evolve with multiple teams working events and resources for each match varies according to the anticipated demand. In some instances the safeguarding team will follow up with schools and colleges any concerns that have arisen. These staffing increases have also provided additional support for security staff; safeguarding staff are key decision makers when deciding if any person under 18 years of age is physically searched.

Safeguarding staff are strategically placed throughout the stadium to provide a quicker response and support is available should any child become separated from the adults who they are with or when any concerns relating to welfare or safeguarding have been identified.

The safeguarding team have a regular cohort of trained staff working an event which has provided the opportunity for a professional and personal relationship with stewards and others to provide a consistent level of support across the club. This has increased the confidence of steward supervisors in asking for safeguarding support as required, which results in an increase of cases reported, ultimately increasing the scope of the safeguarding team.

MUFC continually undertake the Disclosure and Barring Service (DBS) checks (previously CRB checks) of all stewards under the management and coordination of the Safeguarding Officer. This is an ongoing process with the objective of all relevant staff checks being fully completed and renewed every three years.

The match day ticket checking operation in the Family Stand has continued throughout the 2018-19 season with the intention of identifying adults attempting to enter that area on junior ticket facilities. Any persons found misusing the junior tickets have them confiscated and appropriate sanctions applied by the Ticket Office management. Accordingly this has continued to see a steady decrease in such practices through robust ticket enforcement to virtually zero. In turn this has ensured the Family Stand population remains predominantly one of parents and children, and maintains the atmosphere of a family orientated area. To further promote this family environment the family stand has been made a zero tolerance area for unacceptable behaviour and sanctions imposed on any supporters who do not adhere to the high standards of supporter behaviour we expect. This same concessionary abuse policy is also applied to all other parts of the stadium with the same sanctions to ensure concessionary tickets are not being abused and the demographics of both children and elderly people are maintained throughout the stadium.

The dedicated Steward 'Ability Team' works well and regularly attract letters of thanks for their skill, professionalism and understanding. They continue to work closely with the Disability Liaison Officer (DLO).

Stadium Access Stewards are deployed on matchdays with their role being to assist supporters with limited mobility in accessing, circulating and egressing all areas of the stadium. This specialist team of stewards has been trained utilising Premier League training as well as bespoke MUFC equality training. The work of the Stadium Access Team has been invaluable in ensuring that all spectators are in a location that is appropriate to their particular needs and ensures that they can safely evacuate the stadium if required. Demand for this service provision has seen the Stadium Access Team increase markedly from when it was first introduced.

The MUFC mobility buggy operates a popular transfer service from the remote car parks for supporters with limited mobility. It undertakes several trips pre-match between designated stops and then also undertakes one final trip post-match. This service has been well received.

#### **4.8 Specific Event Day Issues:**

- 22/09/18 MUFC v Wolverhampton Wanderers – An away supporter threw a smoke device towards the pitch and it landed in the disabled section. He was identified and arrested by GMP and subsequently received a Fixed Penalty Notice for Disorder
- 02/10/18 MUFC v Valencia – This was the first home Champions League game of the season and the first time that alcohol was allowed to be served from the kiosks due to a change in UEFA regulations. Both home and away supporters were served alcohol albeit restrictions were in place in the away section. No issues were encountered.
- 13/10/18 Superleague Grand Final: Wigan Warriors v Warrington Wolves – Prior to kick off several smoke grenades were activated by Wigan supporters in the East Lower concourse. There were also reports of spontaneous fighting and drunken behaviour by supporters within this area. The situation was resolved by stewards and

security and in order to prevent a repeat at half time no alcohol was served from the kiosks in this area at half. This prevented any further issues.

- 23/10/18 MUFC v Juventus – There were three pitch incursions in total at this fixture with all three being detained by security staff and handed over to the police. This was also the first fixture that saw the outer barrier system installed at the away turnstiles and the netting erected in front of the away supporters to prevent items being thrown towards the pitch. A male was detained after gaining entry to the stadium and later dealt with by Police under the Mental Health Act.
- 27/11/18 MUFC v BSC Young Boys – There was a large walk up of approximately 2,000 away supporters to the stadium and a barrier system was erected in the E2 car park to filter the supporters to the barrier system at the turnstiles from the car park. As the teams entered the field twelve marine flares were activated in the away section. The MUFC Fire Steward team worked with the Young Boys supporters to safely dispose of the flares.
- 12/02/19 MUFC v Paris St Germain – This was an extremely busy fixture with a large walk up of away supporters from the city centre where they set off numerous flares on route to the stadium. The barrier systems were in place in the E2 car park and at the turnstiles, and the netting was in place around the away supporters. When PSG scored their first goal away supporters jumped onto the netting causing the poles to bend and one to break. Stewards, security, and staff from Group Property Services responded to ensure the safety of spectators, however the action was repeated following the second goal and the netting was removed for safety reasons.
- Throughout the season there have again been a group of supporters marching to the stadium from the Tollgate Public House. This has been monitored by GMP and liaison with the “Red Army” supporters group has reduced the number of issues caused by this group of supporters with the vast majority walking across the East Forecourt rather than accessing the Munich Tunnel. The issue will continue to be monitored by both MUFC and GMP.
- An “Atmosphere Trial”, co-ordinated by the “Red Army” supporter group, was in place for a number of fixtures during the season and this was located in the north east corner of the stadium. As a result of the trials a plan is in place to establish an atmosphere section in the Stretford End for the 2019-20 season and beyond.
- The SMT allocated travelling MUFC stewards to a number of away fixtures during the 2018-19 season with the deployment being based on the potential for issues based on the information and intelligence available. The deployments were to ensure that the travelling supporters had a point of contact regarding safety and stewarding issues. The deployments were well received by supporters and Safety Management Teams at other stadia.

#### **4.9 Charter Complaints:**

The SMT have assessed, investigated and responded to any issues received from Customer Care in accordance with the Manchester United Club Charter throughout the 2018 – 2019 season. The SMT meet and liaise regularly with the Customer Care Team to ensure all complaints are thoroughly investigated and responded to expeditiously.



These complaints involved a diverse range of advice, observations and outright complaints associated with match day behaviour or procedures involving staff or other spectators.

The ongoing auditable procedures developed by the SMT in relation to complaints, continues to work well. Specific complaints where appropriate, are allocated to the area steward supervisors for their ongoing personal proactive monitoring or other reactive resolutions. These 'complaint forms' are then returned after each match for SMT checking and recording and subsequently filed away with the original complaint on its conclusion. This process is working well in addressing issues affecting the 'MUFC Customer Experience', but is equally important in ensuring full recognisance of the safety & security of the spectators and their enhanced compliance with Ground Regulations.

The 'Virtual Steward' texting initiative continues to assist both in the reduction of complaints and the proactive resolution of 'live incidents', by enabling the immediate response to any unacceptable behaviour within the stadium during a match. Customers are advised to anonymously text HELP to a dedicated control room number followed by the Stand, Row & Seat of the offender and the nature of the problem affecting them during the match day period. Stewards are then immediately directed to the area in question to assist or resolve the issue as appropriate.

The benefits of the texting service are regularly broadcast over the stadium public address system in a proactive effort to ensure all supporters are aware of the facility. The service has attracted customer support and has resulted in a number of ejections and police interventions, leading to appropriate and proportionate sanctions, which otherwise may have gone unchecked.

#### **4.10 Projects:**

- A. The development works to increase accessibility has been reviewed with the result being that further wheelchair positions and amenity seating is to be installed in various locations around the stadium that will include a bespoke away area for wheelchair supporters at the rear of the away section. This will replace a number of the East Stand Boxes. The building work surrounding this will commence during the off season with a full completion date of all areas scheduled for early 2020. Testing will be carried out on each area individually as they are completed. The SAG has received a presentation on this large development project.
- B. Hostile Vehicle Mitigation Measures (HVM) – Work to install HVM bollards at all vehicular access points to the stadium is at an advanced stage and has included the opening of the E2 car park spur road that leads directly onto the E2 car park from Wharfside Way. The work will continue during the off season and is scheduled to be completed prior to the start of the 2019-20 season.
- C. Refurbishment of Hospitality Areas – Several of the Hospitality Areas within the stadium are being refurbished during the off season to provide improved facilities for customers.

**5. APPENDICES**

<b>Appendix A</b>	<b>Stadium Seating Capacity</b>
<b>Appendix B</b>	<b>Safety Personnel – Staffing Figures</b>
<b>Appendix C</b>	<b>Arrests / Ejections</b>
<b>Appendix D</b>	<b>Persistent Standing &amp; Smoking</b>
<b>Appendix E</b>	<b>Spectators Treated by Medical Staff</b>
<b>Appendix F</b>	<b>Fire Detections &amp; Alarm System Activations</b>
<b>Appendix G</b>	<b>Match Day Attendance</b>
<b>Appendix H</b>	<b>Seasonal Comparison Data</b>

**6. CONCLUSION**

This report demonstrates how the requirements placed on Manchester United Football Club Safety Management by the General Safety Certificate issued for the 2018 – 19 season have been fully adhered to. The SMT continually strive to improve the safety and security operation in place at Old Trafford and ensure that the in excess of 2 million spectators and numerous members of staff that attend Old Trafford on event or match days are able to watch or work in a safe and secure environment.

The data contained within the appendices highlights the results of robust, clear and resilient policies and procedures, which have been applied by competent safety personnel operating at the stadium. The safety personnel have been ably supported by a variety of other relevant agencies throughout last season. The statistics contained within the report clearly show that these factors have all combined to ensure a highly successful operation and safe environment has been in place during the 2018-19 season.

There have been several high risk and testing football fixtures and other events hosted at Old Trafford stadium during the 2018-19 season. Intensive planning, multi-agency collaboration, and strong partnership working has ensured that the decisions surrounding the tactics used and deployment of resources has resulted in successful, effective, safety and security operations being planned and implemented.

Manchester United would like to take this opportunity to thank its partners, who have contributed immensely, for their valuable assistance, guidance, and support throughout the 2018–19 season. Specifically Greater Manchester Police, Greater Manchester Fire & Rescue Service, North West Ambulance Service, St. John Ambulance Service, the Sports Ground Safety Authority, and Trafford Metropolitan Borough Council and its Safety Advisory Group.

The SMT at Manchester United now look forward to the 2019-20 season with renewed vigour and enthusiasm towards all aspects of their safety and security responsibilities.

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**APPENDIX 'A'**

**STADIUM SEATING CAPACITY**

<b>Stand</b>	<b>Standard Seating</b>	<b>Executive Seating</b>	<b>Totals</b>
<b><u>North</u></b>			
Tier 1 Lower	5,012	-	
Tier 1 Upper	7,200	1,514	
Tier 2	5,236	1,814	
NE Tier 2	2,330	1,513	
Wheelchair Spaces	24 (8 + 16 Helpers)	-	
NW Tier 2	2,279	1,560	
Wheelchair Spaces	24 (8 + 16 Helpers)	-	
Tier 3	4,084	-	
Executive Boxes	-	<b>720</b>	
<b><i>Totals</i></b>	<b><i>26,189</i></b>	<b><i>7,121</i></b>	<b><i>33,310</i></b>

<b><u>South</u></b>			
Tier 1 Lower	1,796		
Wheelchair Spaces	36 (18 + 18 Helpers)	-	
Tier 1 Upper	5,761	1,392	
Directors Box	-	220	
Press Area (incl. TV Studio)	-	150	
Executive Boxes (incl. Window Tables)	-	154	
<b><i>Totals</i></b>	<b><i>7,557</i></b>	<b><i>1,916</i></b>	<b><i>9,473</i></b>

<b><u>East</u></b>			
Tier 1 Lower	1,405	-	
Tier 1 Upper	6,999	-	
Tier 2	6,456	-	
Disabled Platform	252 (126 + 126 Helpers)	-	
Executive Boxes	-	288	
<b><i>Totals</i></b>	<b><i>15,112</i></b>	<b><i>288</i></b>	<b><i>15,400</i></b>

<b><u>West</u></b>			
Tier 1 Lower	2,671	-	
Tier 1 Upper	2,360	862	
Family Stand	4,182	-	
Tier 2	6,456	-	
Executive Boxes	-	165	
<b><i>Totals</i></b>	<b><i>15,669</i></b>	<b><i>1,027</i></b>	<b><i>16,696</i></b>

<b><i>Sub Totals</i></b>	<b><i>64,527</i></b>	<b><i>10,352</i></b>	<b><i>74,879</i></b>
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<b><i>Total Stadium Capacity Season 2018/19:</i></b>	<b><i>74,879</i></b>
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**APPENDIX 'B'**

**SAFETY PERSONNEL STAFFING FIGURES**

Safety Section	Description	18/19	17/18	16/17	15/16	14/15	13/14
<b>Head Steward</b>		001	001	001	001		
<b>General Stewards</b>	Head Steward	001	001	001	001	001	001
	Deputy Head Steward	002	002	002	002	002	002
	Referee Liaison Officer	001	001	001	001	001	001
	Training Liaison Officer	000	000	000	000	000	000
	Supervisors	027	027	027	027	027	027
	General Stewards	265	265	265	265	265	265
		<b>297</b>	<b>297</b>	<b>297</b>	<b>297</b>	<b>296</b>	<b>296</b>
<b>Safety Steward</b>	Head Steward	001	001	001	001	001	001
	Deputy Head Steward	002	002	002	002	002	002
	Supervisors	027	027	027	027	027	027
	Safety Stewards	260	260	260	260	260	260
		<b>290</b>	<b>290</b>	<b>290</b>	<b>290</b>	<b>290</b>	<b>290</b>
<b>Fire Stewards</b>	Head Steward	001	001	001	001	001	001
	Deputy Head Steward	001	001	001	001	001	001
	Fire Safety Stewards	008	008	008	008	008	008
		<b>010</b>	<b>010</b>	<b>010</b>	<b>010</b>	<b>010</b>	<b>010</b>
<b>Security</b> (*Number varies according to match category therefore lowest numbers used)	Chief Security Officer	001	001	001	001	001	001
	Deputy Chief Officer	002	002	002	001	001	001
	Supervisors	028	028	025	025	025	025
	Security Officers	619	619	587	473	379	379
		<b>**650</b>	<b>**650</b>	<b>**615</b>	<b>**500</b>	<b>**406</b>	<b>**406</b>
<b>Gate Stewards</b>	Head Steward	001	001	001	001	001	001
	Deputy Head Steward	002	002	002	002	002	002
	Supervisors	012	012	012	012	012	012
	Gate Stewards	177	177	177	177	177	177
		<b>192</b>	<b>192</b>	<b>192</b>	<b>192</b>	<b>192</b>	<b>192</b>
<b>Car Park Stewards</b>	Car Park Manager	001	001	001	001	001	001
	Car Park Supervisors	004	004	004	004	004	004
	Car Park Stewards	050	050	050	056	056	056
		<b>055</b>	<b>055</b>	<b>055</b>	<b>061</b>	<b>061</b>	<b>061</b>
<b>Medical Personnel</b>	Crowd Doctors	007	007	007	007	007	007
	Registered Nurses	005	005	005	005	005	005
	Stretcher Team	006	006	006	006	006	006
	North West Ambulance	022	022	022	022	022	022
	St. John Ambulance	030	030	040	040	040	040
		<b>070</b>	<b>070</b>	<b>080</b>	<b>080</b>	<b>080</b>	<b>080</b>
<b>Stadium Control Room</b>		<b>007</b>	<b>007</b>	<b>007</b>	<b>006</b>	<b>005</b>	<b>005</b>
<b>Total Match Day Safety Personnel</b>		<b>**1546</b>	<b>**1546</b>	<b>**1546</b>	<b>**1546</b>	<b>**1,436</b>	<b>**1,340</b>

### Appendix C - Arrest & Ejections (incl. Visitors Attendance)

Code	Name	Event Type	Match Category	Visitor Attendance	Visitor Minibuses	Visitor Coaches	Arrests			Ejections			Refused Entry		
							Home	Away	Neutral	Home	Away	Neutral	Home	Away	Neutral
2018-08-10-LCFC	Leicester City FC	Premier	A	2,986	0	15	1	0	0	7	1	0	11	2	0
2018-08-27-THFC	Tottenham Hotspur FC	Premier	A	2,802	1	4	0	0	0	5	4	0	2	3	0
2018-08-31-SU23	Stoke City	Premier League 2	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2018-09-14-RFC	Reading FC	Premier League 2	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2018-09-22-WWFC	Wolverhampton Wanderers	Premier	B	3,080	0	18	0	1	0	3	9	0	2	3	0
2018-09-25-DCFC	Derby County FC	Carabao Cup 3	B	2,523	1	9	0	0	0	1	16	0	0	0	0
2018-10-02-VCF	Valencia CF	Champions League	A	731	0	2	0	1	0	2	1	0	2	0	0
2018-10-06-NUFC	Newcastle United FC	Premier	B	2,953	4	21	0	1	0	5	18	0	4	7	0
2018-10-13-RFL	Rugby Grand Final	Rugby	B	0	11	123	0	0	1	9	6	4	7	0	4
2018-10-23-JFC	Juventus	Champions League	B	3,582	0	1	3	0	0	7	4	0	4	2	0
2018-10-28-EFC	Everton FC	Premier	B	3,043	6	17	1	0	0	4	4	0	3	2	0
2018-11-24-CPFC	Crystal Palace FC	Premier	B	2,307	1	3	0	0	0	5	1	0	6	0	0
2018-11-27-BSCYB	BSC Young Boys	Champions League	C	2,773	0	1	0	0	0	7	0	0	3	11	0
2018-12-05-AFC	Arsenal FC	Premier	A	2,863	7	8	0	0	0	3	4	0	5	0	0
2018-12-08-FFC	Fulham FC	Premier	A	1,897	0	4	0	0	0	2	1	0	3	0	0
2018-12-26-HTFC	Huddersfield Town FC	Premier	A	3,032	0	12	1	0	0	5	0	0	2	0	0
2018-12-30-AFCB	AFC Bournemouth	Premier	A	1,284	0	6	0	0	0	4	2	0	8	2	0
2019-01-05-RFC	Reading FC	FA Cup	A	2,901	0	5	0	1	0	4	0	0	1	0	0
2019-01-19-BHA	Brighton & Hove Albion	Premier	A	2,372	0	8	0	0	0	1	4	0	1	0	0
2019-01-29-BFC	Burnley FC	Premier	A	2,383	0	8	1	0	0	12	6	0	5	2	0
2019-02-12-PSG	Paris Saint-Germain	Champions League	B	3,648	40	15	0	0	0	9	13	0	2	15	0
2019-02-24-LFC	Liverpool FC	Premier	C	3,074	11	20	0	1	0	12	1	0	14	18	0
2019-03-02-SFC	Southampton FC	Premier	A	2,263	0	8	1	1	0	5	0	0	24	0	0
2019-03-30-WFC	Watford FC	Premier	A	2,277	0	7	1	0	1	10	6	0	11	8	0
2019-04-05-WBA	West Bromwich Albion	Premier League 2	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2019-04-10-FCB	FC Barcelona	Champions League	B	1,648	3	10	3	0	0	10	3	0	32	5	0
2019-04-13-WHU	West Ham United	Premier	C	2,661	0	5	0	0	0	9	2	0	6	0	0
2019-04-24-MCFC	Manchester City FC	Premier	C	2,940	7	14	2	1	0	12	3	0	3	1	0
2019-04-28-CFC	Chelsea FC	Premier	B	2,683	1	6	1	0	1	7	0	0	9	7	0
2019-05-12-CCFC	Cardiff City FC	Premier League	B	2,869	2	30	0	0	0	3	4	0	1	2	0
2019-05-26-LEG	MUFC Treble Legends v Bayern Munich	Charity Event	A	0	0	0	0	0	2	0	0	10	0	0	0
<b>Totals</b>				<b>67,575</b>	<b>95</b>	<b>380</b>	<b>15</b>	<b>7</b>	<b>5</b>	<b>163</b>	<b>113</b>	<b>14</b>	<b>171</b>	<b>90</b>	<b>4</b>
							<b>27</b>			<b>290</b>			<b>265</b>		

**Appendix D - Persistent Standing & Smoking Arrest & Ejections**

Code	Name	Event Type	Match Category	Disorder - Standing						Disorder - Smoking					
				Arrests			Ejections			Arrests			Ejections		
				Home	Away	Neutral	Home	Away	Neutral	Home	Away	Neutral	Home	Away	Neutral
2018-08-10-LCFC	Leicester City FC	Premier	A	0	0	0	0	0	0	0	0	0	1	1	0
2018-08-27-THFC	Tottenham Hotspur FC	Premier	A	0	0	0	0	0	0	0	0	0	0	1	0
2018-08-31-SU23	Stoke City	Premier League 2	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2018-09-14-RFC	Reading FC	Premier League 2	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2018-09-22-WWFC	Wolverhampton Wanderers	Premier	B	0	0	0	0	0	0	0	0	0	0	2	0
2018-09-25-DCFC	Derby County FC	Carabao Cup 3	B	0	0	0	0	0	0	0	0	0	0	0	0
2018-10-02-VCF	Valencia CF	Champions League	A	0	0	0	0	0	0	0	0	0	0	0	0
2018-10-06-NUFC	Newcastle United FC	Premier	B	0	0	0	0	0	0	0	0	0	0	7	0
2018-10-13-RFL	Rugby Grand Final	Rugby	B	0	0	0	0	0	0	0	0	0	0	0	0
2018-10-23-JFC	Juventus	Champions League	B	0	0	0	0	0	0	0	0	0	1	0	0
2018-10-28-EFC	Everton FC	Premier	B	0	0	0	0	1	0	0	0	0	1	1	0
2018-11-24-CPFC	Crystal Palace FC	Premier	B	0	0	0	0	0	0	0	0	0	0	0	0
2018-11-27-BSCYB	BSC Young Boys	Champions League	C	0	0	0	0	0	0	0	0	0	0	0	0
2018-12-05-AFC	Arsenal FC	Premier	A	0	0	0	0	0	0	0	0	0	0	1	0
2018-12-08-FFC	Fulham FC	Premier	A	0	0	0	0	0	0	0	0	0	0	0	0
2018-12-26-HTFC	Huddersfield Town FC	Premier	A	0	0	0	0	0	0	0	0	0	0	0	0
2018-12-30-AFCB	AFC Bournemouth	Premier	A	0	0	0	0	0	0	0	0	0	2	0	0
2019-01-05-RFC	Reading FC	FA Cup	A	0	0	0	0	0	0	0	0	0	0	0	0
2019-01-19-BHA	Brighton & Hove Albion	Premier	A	0	0	0	0	0	0	0	0	0	0	2	0
2019-01-29-BFC	Burnley FC	Premier	A	0	0	0	0	0	0	0	0	0	0	0	0
2019-02-12-PSG	Paris Saint-Germain	Champions League	B	0	0	0	0	0	0	0	0	0	0	0	0
2019-02-24-LFC	Liverpool FC	Premier	C	0	0	0	0	0	0	0	0	0	0	0	0
2019-03-02-SFC	Southampton FC	Premier	A	0	0	0	1	0	0	0	0	0	0	0	0
2019-03-30-WFC	Watford FC	Premier	A	0	0	0	1	0	0	0	0	0	0	0	0
2019-04-05-WBA	West Bromwich Albion	Premier League 2	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2019-04-10-FCB	FC Barcelona	Champions League	B	0	0	0	0	0	0	0	0	0	0	0	0
2019-04-13-WHU	West Ham United	Premier	C	0	0	0	0	0	0	0	0	0	0	0	0
2019-04-24-MCFC	Manchester City FC	Premier	C	0	0	0	0	0	0	0	0	0	0	0	0
2019-04-28-CFC	Chelsea FC	Premier	B	0	0	0	0	0	0	0	0	0	0	0	0
2019-05-12-CCFC	Cardiff City FC	Premier League	B	0	0	0	1	0	0	0	0	0	0	4	0
2019-05-26-LEG	MUFC Treble Legends v Bayern Munich	Charity Event	A	0	0	0	0	0	0	0	0	0	0	0	0
<b>Totals</b>				<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>19</b>	<b>0</b>
				<b>0</b>			<b>4</b>			<b>0</b>			<b>24</b>		

### Appendix E - Spectator's Treated by Medical Staff

Code	Name	Event Type	Match Category	No. Staff treated	No. Persons Treated	No. Persons Hospitalised	No. Children 8yrs & under
2018-08-10-LCFC	Leicester City FC	Premier	A	0	18	1	0
2018-08-27-THFC	Tottenham Hotspur FC	Premier	A	9	17	1	0
2018-08-31-SU23	Stoke City	Premier League 2	Police Free	0	0	0	0
2018-09-14-RFC	Reading FC	Premier League 2	Police Free	0	0	0	0
2018-09-22-WWFC	Wolverhampton Wanderers	Premier	B	2	13	2	1
2018-09-25-DCFC	Derby County FC	Carabao Cup 3	B	2	16	0	1
2018-10-02-VCF	Valencia CF	Champions League	A	4	10	0	0
2018-10-06-NUFC	Newcastle United FC	Premier	B	5	20	1	1
2018-10-13-RFL	Rugby Grand Final	Rugby	B	4	34	3	2
2018-10-23-JFC	Juventus	Champions League	B	7	16	3	0
2018-10-28-EFC	Everton FC	Premier	B	1	7	3	0
2018-11-24-CPFC	Crystal Palace FC	Premier	B	0	15	0	0
2018-11-27-BSCYB	BSC Young Boys	Champions League	C	6	14	1	0
2018-12-05-AFC	Arsenal FC	Premier	A	6	15	1	1
2018-12-08-FFC	Fulham FC	Premier	A	6	21	4	2
2018-12-26-HTFC	Huddersfield Town FC	Premier	A	2	11	1	1
2018-12-30-AFCB	AFC Bournemouth	Premier	A	2	14	2	1
2019-01-05-RFC	Reading FC	FA Cup	A	3	7	0	0
2019-01-19-BHA	Brighton & Hove Albion	Premier	A	6	9	0	1
2019-01-29-BFC	Burnley FC	Premier	A	4	11	1	0
2019-02-12-PSG	Paris Saint-Germain	Champions League	B	8	27	2	1
2019-02-24-LFC	Liverpool FC	Premier	C	3	20	3	0
2019-03-02-SFC	Southampton FC	Premier	A	5	16	0	1
2019-03-30-WFC	Watford FC	Premier	A	3	12	0	0
2019-04-05-WBA	West Bromwich Albion	Premier League 2	Police Free	0	0	0	0
2019-04-10-FCB	FC Barcelona	Champions League	B	4	22	1	2
2019-04-13-WHU	West Ham United	Premier	C	5	15	1	0
2019-04-24-MCFC	Manchester City FC	Premier	C	3	17	0	0
2019-04-28-CFC	Chelsea FC	Premier	B	3	19	0	1
2019-05-12-CCFC	Cardiff City FC	Premier League	B	2	18	2	2
2019-05-26-LEG	MUFC Treble Legends v Bayern Munich	Charity Event	A	3	21	1	5
<b>Totals</b>				<b>108</b>	<b>455</b>	<b>34</b>	<b>23</b>

### Appendix F - Fire Detection and Alarm Activations

Code	Name	Event Type	Match Category	No. of Activations	Alarm Activation Type	Cause of Activation
2018-08-10-LCFC	Leicester City FC	Premier	A	0	-	-
2018-08-27-THFC	Tottenham Hotspur FC	Premier	A	1	1 x Fire Alarm Activation	False Alarm – Unknown Cause
2018-08-31-SU23	Stoke City	Premier League 2	Police Free	0	-	-
2018-09-14-RFC	Reading FC	Premier League 2	Police Free	0	-	-
2018-09-22-WWFC	Wolverhampton Wanderers	Premier	B	0	-	-
2018-09-25-DCFC	Derby County FC	Carabao Cup 3	B	0	-	-
2018-10-02-VCF	Valencia CF	Champions League	A	0	-	-
2018-10-06-NUFC	Newcastle United FC	Premier	B	1	1 x Fire Alarm Activation	False Alarm – Unknown Cause
2018-10-13-RFL	Rugby Grand Final	Rugby	B	2	2 x Fire Alarm Activation	False Alarm – Unknown Cause
2018-10-23-JFC	Juventus	Champions League	B	1	1 x Fire Alarm Activation	False Alarm – Unknown Cause
2018-10-28-EFC	Everton FC	Premier	B	1	1 x Fire Alarm Activation	False Alarm – Unknown Cause
2018-11-24-CPFC	Crystal Palace FC	Premier	B	0	-	-
2018-11-27-BSCYB	BSC Young Boys	Champions League	C	1	1 x Fire Alarm Activation	False Alarm – Birthday Cake Candles
2018-12-05-AFC	Arsenal FC	Premier	A	0	-	-
2018-12-08-FFC	Fulham FC	Premier	A	0	-	-
2018-12-26-HTFC	Huddersfield Town FC	Premier	A	1	1 x Fire Alarm Activation	False Alarm – Unknown Cause
2018-12-30-AFCB	AFC Bournemouth	Premier	A	0	-	-
2019-01-05-RFC	Reading FC	FA Cup	A	0	-	-
2019-01-19-BHA	Brighton & Hove Albion	Premier	A	0	-	-
2019-01-29-BFC	Burnley FC	Premier	A	1	1 x Fire Alarm Activation	False Alarm – Unknown Cause
2019-02-12-PSG	Paris Saint-Germain	Champions League	B	1	1 x Fire Alarm Activation	False Alarm – Cooking Fumes
2019-02-24-LFC	Liverpool FC	Premier	C	0	-	-
2019-03-02-SFC	Southampton FC	Premier	A	1	1 x Fire Alarm Activation	False Alarm – Cooking Fumes
2019-03-30-WFC	Watford FC	Premier	A	0	-	-
2019-04-05-WBA	West Bromwich Albion	Premier League 2	Police Free	0	-	-
2019-04-10-FCB	FC Barcelona	Champions League	B	2	2 x Fire Alarm Activation	1 x False Alarm – Accidental Break Glass 1 x False Alarm – Unknown Cause
2019-04-13-WHU	West Ham United	Premier	C	1	1 x Fire Alarm Activation	False Alarm – Unknown Cause
2019-04-24-MCFC	Manchester City FC	Premier	C	1	1 x Fire Alarm Activation	False Alarm – Cooking Fumes
2019-04-28-CFC	Chelsea FC	Premier	B	0	-	-
2019-05-12-CCFC	Cardiff City FC	Premier League	B	0	-	-
2019-05-26-LEG	MUFC Treble Legends v Bayern Munich	Charity Event	A	0	-	-
<b>Totals</b>				<b>15</b>		



### Appendix G – Match Day Attendance

Code	Name	Event Type	Match Category	Planned Kick Off	Visitor Attendance	Total Attendance
2018-08-10-LCFC	Leicester City FC	Premier	A	20:00	2,986	74,439
2018-08-27-THFC	Tottenham Hotspur FC	Premier	A	20:00	2,802	74,400
2018-08-31-SU23	Stoke City	Premier League 2	Police Free	19:00	0	806
2018-09-14-RFC	Reading FC	Premier League 2	Police Free	19:00	0	992
2018-09-22-WWFC	Wolverhampton Wanderers	Premier	B	15:00	3,080	74,489
2018-09-25-DCFC	Derby County FC	Carabao Cup 3	B	20:00	2,523	55,227
2018-10-02-VCF	Valencia CF	Champions League	A	20:00	731	73,569
2018-10-06-NUFC	Newcastle United FC	Premier	B	17:30	2,953	74,519
2018-10-13-RFL	Rugby Grand Final	Rugby	B	18:00	0	64,892
2018-10-23-JFC	Juventus	Champions League	B	20:00	3,582	73,946
2018-10-28-EFC	Everton FC	Premier	B	16:00	3,043	74,525
2018-11-24-CPFC	Crystal Palace FC	Premier	B	15:00	2,307	74,516
2018-11-27-BSCYB	BSC Young Boys	Champions League	C	20:00	2,773	72,872
2018-12-05-AFC	Arsenal FC	Premier	A	20:00	2,863	74,507
2018-12-08-FFC	Fulham FC	Premier	A	15:00	1,897	74,253
2018-12-26-HTFC	Huddersfield Town FC	Premier	A	15:00	3,032	74,523
2018-12-30-AFCB	AFC Bournemouth	Premier	A	16:30	1,284	74,523
2019-01-05-RFC	Reading FC	FA Cup	A	12:30	2,901	73,918
2019-01-19-BHA	Brighton & Hove Albion	Premier	A	15:00	2,372	74,532
2019-01-29-BFC	Burnley FC	Premier	A	20:00	2,383	74,529
2019-02-12-PSG	Paris Saint-Germain	Champions League	B	20:00	3,648	74,054
2019-02-24-LFC	Liverpool FC	Premier	C	14:05	3,074	74,519
2019-03-02-SFC	Southampton FC	Premier	A	15:00	2,263	74,459
2019-03-30-WFC	Watford FC	Premier	A	15:00	2,277	74,543
2019-04-05-WBA	West Bromwich Albion	Premier League 2	Police Free	19:00	0	2,301
2019-04-10-FCB	FC Barcelona	Champions League	B	20:00	1,648	74,093
2019-04-13-WHU	West Ham United	Premier	C	17:30	2,661	74,478
2019-04-24-MCFC	Manchester City FC	Premier	C	20:00	2,940	74,431
2019-04-28-CFC	Chelsea FC	Premier	B	16:30	2,683	74,526
2019-05-12-CCFC	Cardiff City FC	Premier League	B	15:00	2,869	74,457
2019-05-26-LEG	MUFC Treble Legends v Bayern Munich	Charity Event	A	15:00	0	61,175
<b>Totals</b>					<b>67,575</b>	<b>2,043,013</b>

**Appendix H – Seasonal Comparison Data**

<b>Season</b>	<b>Stadium Capacity</b>	<b>Total Attendance</b>	<b>No. of Events</b>	<b>No. of Arrests</b>	<b>No. of Ejections</b>	<b>No. of Refused Entry</b>	<b>No. of Medical Incidents (Staff)</b>		<b>No. of Medical Incidents hospitalised</b>	<b>No. of Fire Alarm Activations</b>
2010/2011	75,811	2,373,026	40	223	366	249	567	(103)	88	15
2011/2012	75,811	2,075,702	32	137	336	254	524	(91)	48	9
2012/2013	75,765	2,532,903	43	146	400	419	710	(141)	53	25
2013/2014	75,634	2,268,963	36	122	429	209	510	(111)	49	29
2014/2015	75,653	1,820,738	31	67	310	96	439	(83)	39	9
2015/2016	75,653	2,404,625	36	71	320	111	523	(132)	40	26
2016/2017	75,653	2,460,893	38	48	313	521	511	(96)	43	30
2017/2018	75,454	2,197,343	35	45	293	224	590	(97)	43	30
2018/2019	74,879	2,043,013	31	27	290	265	455	(108)	34	15